

Top 6 Ways to Improve your CMS Call Center Reporting

MANAGING

PERFORMANCE

Introduction

Presenters:



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Call Center Reporting Solutions

Who is NetLert

Avaya Call Center Reporting Solution Provider

- Avaya DevConnect Partner for 14 years
- Specialize in reporting solutions for Avaya-based call centers
- Founded in 2000
- Headquartered in Asheville, NC
- Call centers from 2 agents to 20,000 agents
- Recognized globally for unparalleled support and customer service
- 10 years of support for IAUG

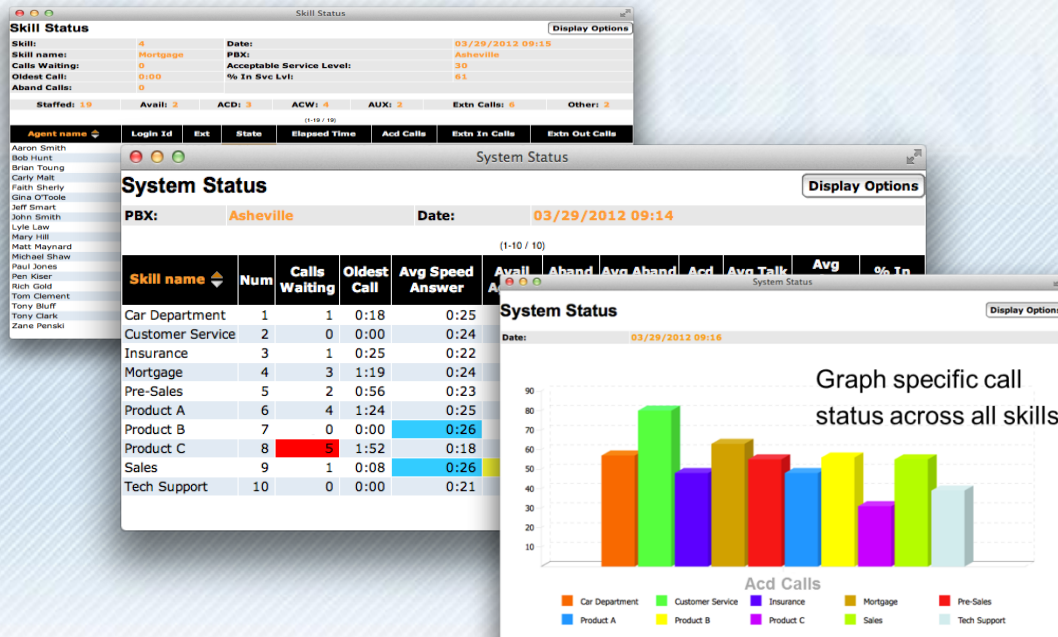


N-Focus: Web-Based Call Center Reporting

Two Solutions:

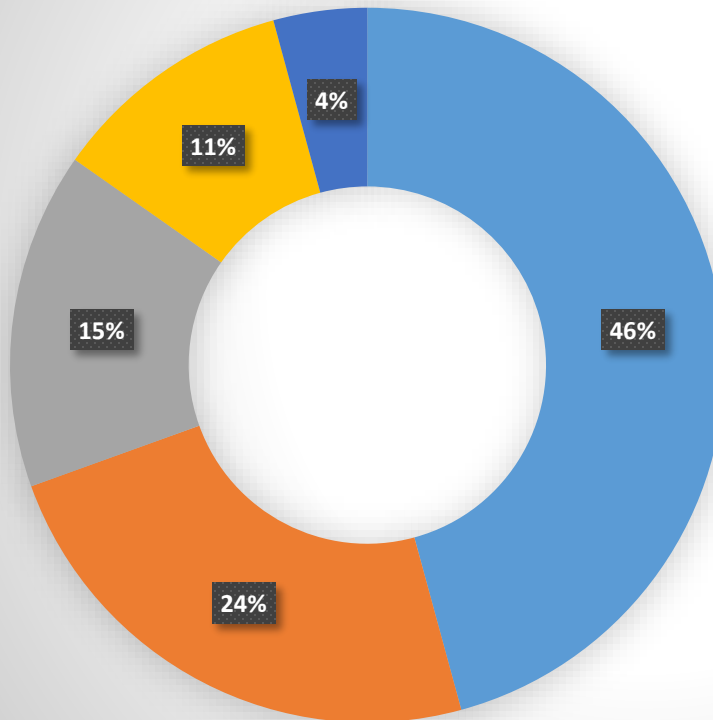
N-Focus for non-CMS environments

N-Focus Plus for companies already heavily utilizing CMS – add on for CMS



Top 6 Ways to Improve your CMS Call Center Reporting

CMS Users Responses to Webinar (5-7-14) Survey Question:
"What would most benefit your CMS reporting solution?"



- Easy to use web-based interface
- Simple automatic report distribution
- Unlimited users access and create permission-based reports
- Native 100% web-based reports and mobile access
- Consolidate data from multiple CMS servers in one interface

Top 6 Ways to Improve your CMS Call Center Reporting

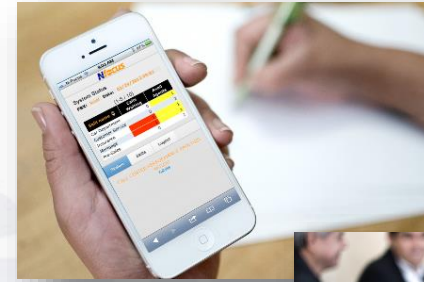
1: 100% Web-Based Reports

CMS Challenge

- CMS is a client-server application. Web reporting module is very limited.

N-Focus Plus Solution

- Built from the ground up as a 100% web-based reporting tool.



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Call Center Reporting Solutions

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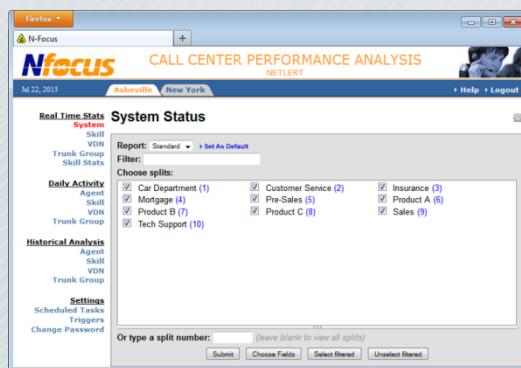
2: Ease of Use

CMS Challenge

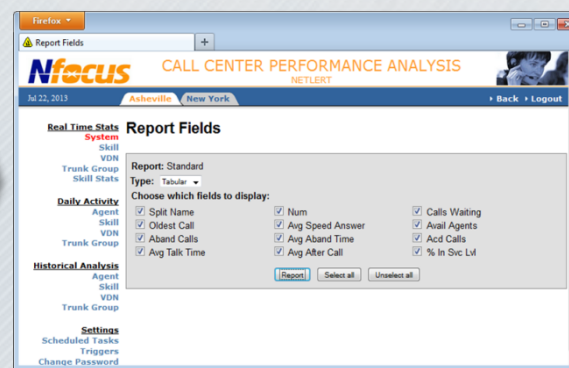
- Web reporting module is difficult to use – requires strong understanding of CMS and significant time to setup and create

N-Focus Plus Solution

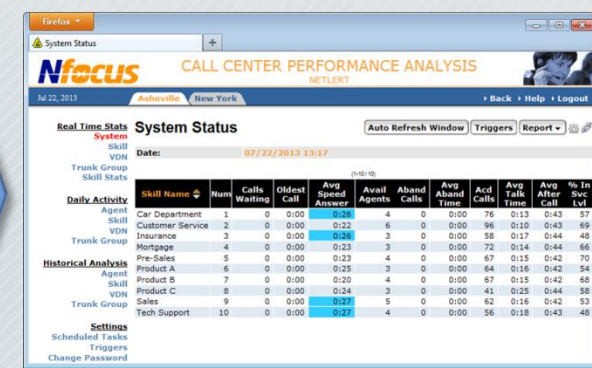
- Intuitive interface lets any authorized user quickly create, run and distribute permission based reports



The screenshot shows the 'System Status' page in the N-Focus Plus application. It includes a sidebar with navigation links like 'Real Time Status', 'System', 'Trunk Group', and 'Skill Stats'. The main content area has a 'Report: Standard' dropdown and a 'Choose splits:' section with checkboxes for various categories like 'Car Department', 'Mortgage', 'Tech Support', 'Customer Service', 'Pre-Sales', 'Product A', 'Product B', 'Product C', 'Insurance', and 'Sales'. There are also sections for 'Historical Analysis' and 'Settings'.



The screenshot shows the 'Report Fields' page in the N-Focus Plus application. It features a 'Report: Standard' dropdown and a 'Type: Tabular' selection. The 'Choose which fields to display:' section has checkboxes for 'Num', 'Oldest Call', 'Aband Calls', 'Avg Talk Time', 'Num', 'Avg Speed Answer', 'Avg Aband Time', 'Avg Alter Call', 'Calls Waiting', 'Avail Agents', 'Accl Calls', and '% In Svc Lvl'. There are 'Report', 'Select all', and 'Unselect all' buttons at the bottom.



The screenshot shows the 'System Status' page in the N-Focus Plus application, displaying a table of performance metrics. The table has columns for 'Skill Name', 'Num', 'Calls Waiting', 'Oldest Call', 'Avg Speed Answer', 'Avail Agents', 'Aband Calls', 'Avg Aband Time', 'Accl Calls', 'Avg Talk Time', and '% In Svc Lvl'. The data is organized by 'Daily Activity' and 'Historical Analysis'.

| Skill Name | Num | Calls Waiting | Oldest Call | Avg Speed Answer | Avail Agents | Aband Calls | Avg Aband Time | Accl Calls | Avg Talk Time | % In Svc Lvl |
|------------------|-----|---------------|-------------|------------------|--------------|-------------|----------------|------------|---------------|--------------|
| Car Department | 1 | 0 | 0:00 | 0:26 | 4 | 0 | 0:00 | 76 | 0:13 | 57 |
| Customer Service | 2 | 0 | 0:00 | 0:22 | 6 | 0 | 0:00 | 96 | 0:10 | 69 |
| Insurance | 3 | 0 | 0:00 | 0:26 | 3 | 0 | 0:00 | 58 | 0:17 | 48 |
| Mortgage | 4 | 0 | 0:00 | 0:23 | 3 | 0 | 0:00 | 72 | 0:14 | 66 |
| Pre-Sales | 5 | 0 | 0:00 | 0:23 | 4 | 0 | 0:00 | 67 | 0:15 | 42 |
| Product A | 6 | 0 | 0:00 | 0:25 | 3 | 0 | 0:00 | 64 | 0:16 | 54 |
| Product B | 7 | 0 | 0:00 | 0:20 | 4 | 0 | 0:00 | 67 | 0:15 | 42 |
| Product C | 8 | 0 | 0:00 | 0:24 | 3 | 0 | 0:00 | 41 | 0:25 | 44 |
| Sales | 9 | 0 | 0:00 | 0:27 | 5 | 0 | 0:00 | 62 | 0:16 | 42 |
| Tech Support | 10 | 0 | 0:00 | 0:27 | 4 | 0 | 0:00 | 56 | 0:18 | 43 |

Top 6 Ways to Improve your CMS Call Center Reporting

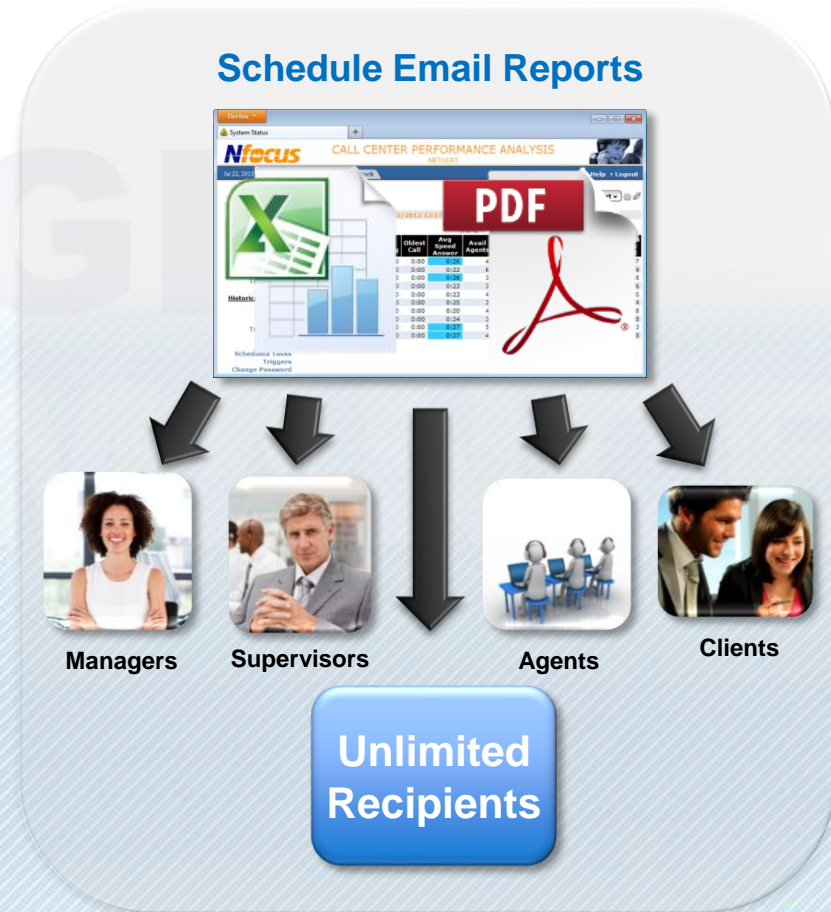
3: Automated Report Exports to Excel

CMS Challenge

- Difficult to set up reports for automatic distribution

N-Focus Plus Solution

- Easy-to-schedule automatic report distribution for any report, to any one, in Excel or PDF formats



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Call Center Reporting Solutions

Top 6 Ways to Improve your CMS Call Center Reporting

Email / Schedule a Report

Task Name: Daily Agent Summary Report

From: your-email@your-domain.com

To: anyone@example.com;someone-else@do

Format: Excel

Orientation: Portrait

Time intervals in seconds: ☐

Send: Daily

On: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

At: 8:00 (hh:mm)

Start: 00:00 (hh:mm)

End: 24:00 (hh:mm)

For: Previous day

Create Cancel

| Extn | Out | Avg | Extn | Avg | Extn | Staffed | Held | Avg |
|------|-----|------|------|------|-----------|---------|-------|------|
| alls | | In | Time | Out | Time | Time | Calls | Hold |
| | | Time | | Time | | | | Time |
| 133 | | 0:58 | | 1:00 | 15:00:00 | 40 | | 0:46 |
| 124 | | 1:05 | | 0:58 | 15:00:00 | 39 | | 1:20 |
| 132 | | 0:54 | | 1:00 | 15:00:00 | 26 | | 1:20 |
| 139 | | 0:59 | | 0:59 | 15:00:00 | 72 | | 0:46 |
| 143 | | 1:02 | | 1:09 | 15:00:00 | 35 | | 1:04 |
| 104 | | 1:03 | | 0:59 | 15:00:00 | 9 | | 0:51 |
| 112 | | 1:13 | | 0:59 | 15:00:00 | 30 | | 0:35 |
| 129 | | 1:02 | | 1:06 | 15:00:00 | 29 | | 1:08 |
| 108 | | 1:02 | | 1:08 | 15:00:00 | 30 | | 1:21 |
| 125 | | 0:41 | | 1:06 | 15:00:00 | 38 | | 0:39 |
| 136 | | 0:52 | | 0:58 | 15:00:00 | 37 | | 0:56 |
| 127 | | 1:12 | | 1:21 | 15:00:00 | 52 | | 0:35 |
| 109 | | 0:51 | | 1:01 | 15:00:00 | 13 | | 2:03 |
| 109 | | 0:56 | | 1:12 | 15:00:00 | 12 | | 1:47 |
| 120 | | 1:01 | | 1:15 | 15:00:00 | 17 | | 1:24 |
| 107 | | 0:45 | | 1:04 | 15:00:00 | 48 | | 0:54 |
| 153 | | 0:54 | | 0:54 | 15:00:00 | 17 | | 2:24 |
| 141 | | 0:55 | | 1:10 | 15:00:00 | 21 | | 1:02 |
| 124 | | 1:08 | | 0:52 | 15:00:00 | 35 | | 1:27 |
| 116 | | 0:48 | | 1:06 | 15:00:00 | 39 | | 0:51 |
| 126 | | 1:25 | | 0:53 | 15:00:00 | 33 | | 1:03 |
| 117 | | 0:58 | | 1:11 | 15:00:00 | 41 | | 0:55 |
| 141 | | 0:49 | | 1:02 | 15:00:00 | 42 | | 0:41 |
| 104 | | 0:56 | | 1:12 | 15:00:00 | 47 | | 0:31 |
| 118 | | 0:59 | | 1:32 | 15:00:00 | 33 | | 1:06 |
| 3097 | | 0:58 | | 1:05 | 375:00:00 | 835 | | 0:59 |

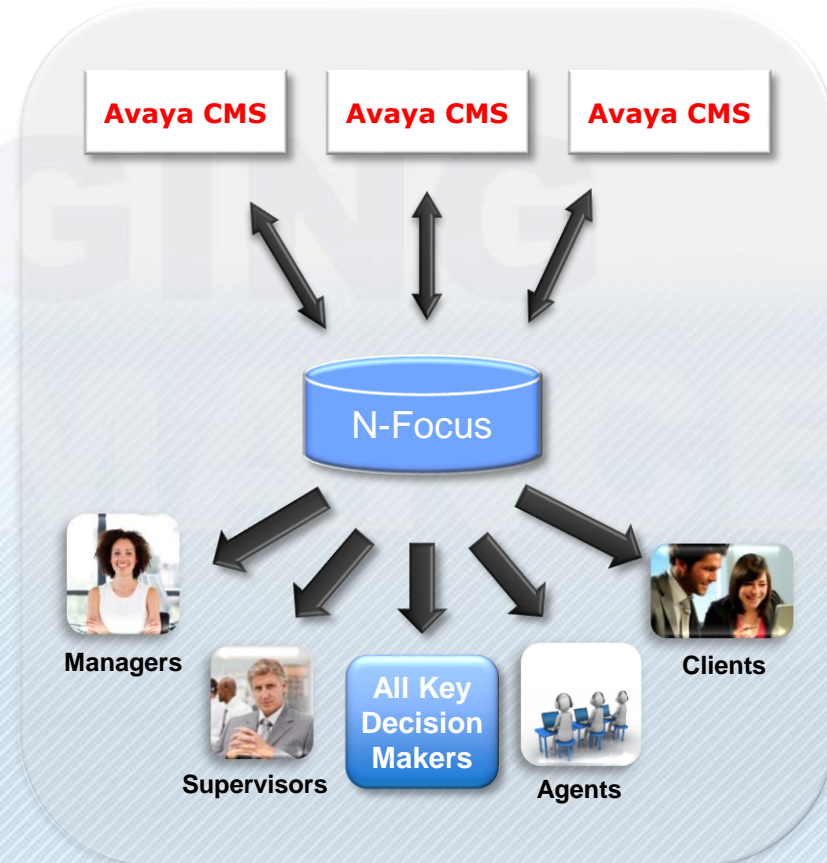
4: Reporting on Multiple CMS Servers

CMS Challenge

- Decision makers need to quickly and easily see all activity across all CMS servers in one report

N-Focus Plus Solution

- Users can see activity across all CMS servers in one report in a single click



Top 6 Ways to Improve your CMS Call Center Reporting

6: Report Display Options

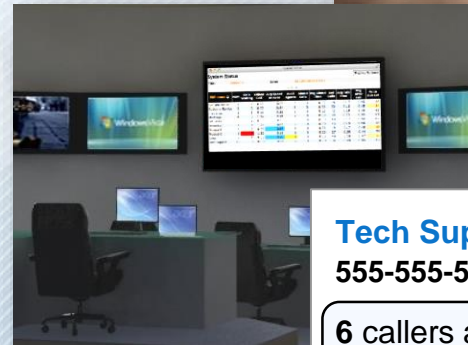
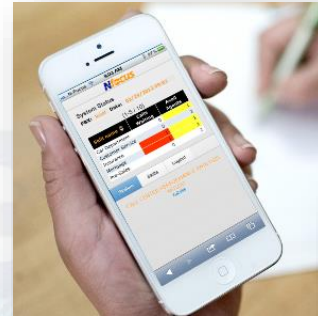
CMS Challenge

- Limited Display Options

N-Focus Plus Solution

- Display your data where you need it!

Distribute reports to your PC,
mobile, tablet, wallboard,
support website...



Tech Support
555-555-5555

6 callers ahead of you
3 minute average wait time

Can't wait? Visit [FAQs](#) or

Chat

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Call Center Reporting Solutions

CMS Customer Success with N-Focus Plus

Background

- High profile technology company with rapid growth in recent years.



Challenges

- Many business units needed to view their own data, but no one else's due to security requirements
 - CMS Supervisor was too cumbersome for non-power users
- Required consolidated reporting across multiple CMS servers
- Solution needed to be 100% web-based

CMS Customer Success with N-Focus Plus

N-Focus Plus Solution

- Users LOVED the product
- Deployed N-Focus Plus world-wide within 2 months of discovery
- Upgraded 5 times since, over 13,000 agents across 7 CMSs



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Contact us for a
personalized live demo
of N-Focus Plus!



Want to see more but not ready for a demo? Virtual Product Tour:

netlert.com/producttourform.php